

**BEFORE THE TENNESSEE REGULATORY AUTHORITY**  
**Nashville, Tennessee**  
**February 23, 1998**

**In Re:        BellSouth Telecommunications, Inc.'s Entry Into Long Distance  
              (InterLATA) Service in Tennessee Pursuant to Section 271 of the  
              Telecommunications Act of 1996**

**Docket No. 97-00309**

**ORDER ESTABLISHING FORMAT OF TECHNICAL  
WORKSHOP ON OPERATIONS SUPPORT SYSTEMS**

**I.     Background**

This matter is before the Tennessee Regulatory Authority ("TRA") upon the filing of BellSouth Telecommunications, Inc. for entry into the interLATA telecommunications market in Tennessee pursuant to Section 271 of the Telecommunications Act of 1996. This case was convened by the Directors of the TRA on March 4, 1997, at which time Director Melvin Malone was appointed as the Hearing Officer for the purpose of preparing this matter for a hearing on the merits. On February 3, 1998, the Directors of the TRA unanimously adopted the procedural schedule outlined in the Hearing Officer's January 27, 1998, Report and Recommendation. The procedural schedule included Technical Workshops and Demonstrations on Operational Support Systems ("OSS") and on Performance Measures to be held on March 5 - 6 and March 23 - 24, respectively. The schedule also included a request that parties file comments on the format of the Technical Workshops by February 6, 1998. Comments on the Workshops were submitted by BellSouth Telecommunications, Inc. ("BST"), AT&T Communications of the South Central States, Inc. ("AT&T"), NEXTLINK of Tennessee LLC ("NextLink") in

combination with American Communications Systems Inc. ("ACSI"), and Sprint Communications Company, L.P. ("Sprint").

On February 19, 1998, the Hearing Officer held a Status Conference regarding the OSS Workshop.<sup>1</sup>

## **II. Prefiled Comments of the Parties**

BST proposed that it conduct a "live" demonstration of the OSS electronic interfaces it offers to CLECs and that parties and the TRA Staff be allowed to ask questions. BST commented that the Workshop should be informal and not an evidentiary hearing. BST added that CLECs should discuss their OSS development efforts.

AT&T suggested that the TRA allow parties to submit a list of deficiencies in BST's planned OSS provisioning and have BST respond before the Workshop. Under AT&T's proposal, BST would demonstrate the OSS systems it would provide to CLECs, as well as the internal OSS systems it uses for itself. The demonstrations would be "live" and not planned or rehearsed. A part of the demonstration would involve CLECs requesting services and BST processing order(s). AT&T also proposed that the Workshop should be a transcribed, evidentiary proceeding. At the conclusion of the demonstration, CLECs would summarize noted deficiencies and BST would respond.

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<sup>1</sup> BST, AT&T, NextLink, ACSI, BellSouth Long Distance, Inc., the Consumer Advocate Division, LDDS WorldCom, LCI International, MCI Telecommunications Corporation, Time Warner Communications of the Mid-South, L.P., TCG MidSouth, Inc., Brooks Fiber, and the Communications Workers of America AFL-CIO were represented at the February 19, 1998 Status Conference.

NextLink and ACSI commented that the OSS Workshop should be presented by technical experts on Pre-Ordering, Maintenance and Repair, Ordering and Provisioning, and Billing and that the experts should be able to answer questions. These parties stated that the TRA Staff should propose a list of issues before the Workshop and that the Workshop should be an open discussion among the experts in an informal manner with minimal interference (i.e., cross examination) from the lawyers.

Sprint suggested that the TRA model its OSS Workshop after the model used in Alabama. In Alabama, BST was required to demonstrate both the OSS structure that it offers to new entrants and the OSS interfaces it provides internally for its own use. After the demonstration was concluded, parties were permitted to ask questions and make closing statements. Sprint noted that the Alabama Workshop was recorded by a court reporter.

### **III. Discussion**

At the Status Conference, the Hearing Officer presented a proposal of how the OSS Technical Workshop would proceed, which is attached hereto as Attachment A. The proposed outline includes an overview of BST's OSS, a presentation by CLECs of their OSS, and demonstrations of how a scenario of a service request, scripted by the TRA, would be handled. Parties were given time to review the proposal and provide comments. While no party opposed the outline presented, there were comments and discussions on how the demonstrations would take place, whether CLECs would be

required to make presentations of their internal OSS, and whether the Technical Workshop would be a recorded, evidentiary proceeding.

After some discussion, parties agreed that BST would present the TRA proposed scenarios. First, as if a CLEC ordered the service from BST, and second, as if BST was provisioning the service for itself. The parties also agreed that BST would work service order examples presented by CLECs and make available experts in OSS, as well as persons who work with those systems on a day-to-day basis to discuss those systems and answer questions. AT&T argued that CLECs should not be required to present their internal OSS, but that they would agree to make presentations only on their interfaces with the BST OSS. Other CLECs stated their willingness to demonstrate operational practices for their entire OSS and were invited to make presentations at the Workshop.

On the issue of whether to transcribe the proceeding for evidentiary purposes, most of the parties agreed that a transcribed, evidentiary proceeding would produce less candid results and might interfere with the intended purposes of the OSS Workshop. Nevertheless, most parties desired the Workshop to be transcribed to aid in “notetaking” and for future reference. After considerable discussion, all parties agreed to have a court reporter transcribe the meeting for notetaking and other similar purposes, as opposed to evidentiary purposes, and agreed not to introduce the transcript of the Workshop as evidence in this docket.

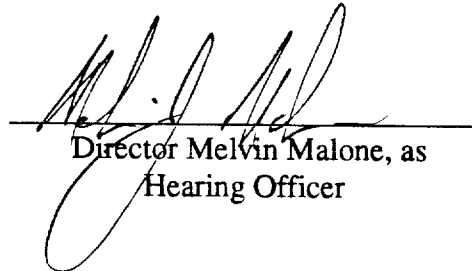
After consideration of comments of all the parties,

**IT IS THEREFORE ORDERED THAT:**

1. The OSS Technical Workshop will be held at BST's headquarters building located at 333 Commerce Street, Nashville, Tennessee on March 5 - 6, 1998 beginning at 9:00 a.m. each day.
2. BST will present an overview of both its internal and external OSS.
3. BST will present a "live" demonstration of its OSS using the TRA's prepared scenario set forth in Attachment A to this Order describing how it would process the order if requested by a CLEC, and as if it were processing the order for itself. CLECs and the TRA will be permitted to ask questions on this process.
4. CLECs will be permitted to submit examples of service orders they wish to have BST process on its OSS showing how BST would process the service order for the CLEC and how the service order would be processed if BST were processing it for itself. CLECs and the TRA will be permitted to ask questions on this process.
5. In presenting the OSS overview and demonstrations, BST will make appropriate subject matter experts on the use of those OSS available for questioning. This shall include, but not be limited to, employees with responsibility for working with OSS on a day-to-day basis processing actual orders as they are received.

6. CLECs are required to demonstrate how their OSS interfaces with the BST OSS.
7. CLECs, although not required, will be permitted to discuss and demonstrate their internal OSS and development if they so desire.
8. A court reporter will be present to transcribe the Technical Workshop. As agreed to by all the parties, the transcripts of the OSS Workshop will not be presented as evidence. Moreover, in accordance with the spirit of the agreement of the parties, said transcript shall not be introduced or used at the Hearing on the merits in this docket for any purpose, including, but not limited to, rehabilitation or impeachment. Finally, the transcript shall not be cited in any pre-filed testimony.
9. Any party may file exceptions to this Order not later than February 26, 1998, at 12:00 noon.

ATTEST:   
Executive Director

  
Director Melvin Malone, as  
Hearing Officer

**Tennessee Regulatory Authority  
Docket 97-00309  
BellSouth 271 Application**

***Technical Conference - Operational Support Systems  
March 5-6, 1998***

**BELLSOUTH OVERVIEW OF OSS**

- A. Current Operational Support Systems  
(For pre-ordering, ordering, order monitoring, service changes and service problems)**
  - 1. What they do - not what they are called (i.e. - minimize acronyms)**
- B. Training Available**
- C. Manual Orders**
  - 1. Why do manual orders occur?**
  - 2. How are manual orders processed?**
  - 3. What steps are being taken to reduce manual orders?**
- D. Service Complaint Process**
- E. Repair and Trouble Isolation Process**
- F. Questions**

**CLEC PRESENTATIONS OF OSS SYSTEMS**

- A. How they Interface with BellSouth OSS Systems Today**
- B. What the CLECs are developing to improve interface with BellSouth**

**DEMONSTRATIONS OF SCENARIO DEVELOPED BY TRA**

- A. Customer Orders Service from CLEC**
  - 1. CLEC takes order from customer**
  - 2. CLEC facility plans to serve customer**
  - 3. CLEC places order with BellSouth for portions of service**
  - 4. BellSouth processes order**
  - 5. Questions**
    - (Any CLEC wishing to demonstrate the TRA scenario will have the opportunity)**
- B. Customer Orders Service from BellSouth**
  - 1. BellSouth takes order from customer**
  - 2. BellSouth internal request for service**
  - 3. BellSouth processes order**
  - 4. Questions**

## OSS WORKSHOP

### Purpose

The importance of satisfactory operational support systems to the provisioning of satisfactory telecommunications services is conceded by all parties. Since issues about the adequacy of OSS must be addressed by the TRA in this docket, a technical conference has been set by this agency to familiarize itself with the functions which must be performed both by incumbent telecos and competitive LECs, and how they are performed today. The purpose of this technical conference is to educate the TRA on what the debate is about. The debate itself will take place in the filed testimony and hearings on 271 compliance. The workshops will be informal and outside the record of this proceeding.

### Scenario

To make the technical conference meaningful to non-experts in the OSS arena, we ask the parties to address the following scenario: A small business operating in downtown Memphis decides to open additional offices in Nashville and Knoxville. The Memphis office currently has telephone service from BellSouth. The customer wants his telecommunications service in all three cities to come from the same carrier. Proposals are requested from BellSouth and a CLEC.

The CLEC has a switch in downtown Nashville which can directly serve the new office in that city. In Memphis the CLEC also has a switch close to the customers existing office. To serve the Memphis office, the CLEC elects to purchase unbundled loops from BellSouth and connect them to the CLECs switch. In Knoxville, the CLEC has no facilities and elects to serve the customer through resale of BellSouth service.

The size of each office (10 people) and telecommunications services in each are to be the same. The Memphis office has a telephone and personal computer on each desk. The office has a main number answered by an attendant who can transfer calls to any of the other nine (9) extensions. Each of the other nine (9) extensions can be dialed directly via the centrex service provided by BellSouth. Additional telephone connections are made to each PC for Internet access and other outside services. The only change requested in the Memphis office is to upgrade the PC connections to ISDN for higher speed Internet and facsimile access. This upgrade is also to be included in the two new offices.

### Demonstrations

Under this scenario, the staff would like BellSouth and the CLECs to explain and where possible demonstrate:



- ◆ How the information is gathered to complete a proposal for the customer (e.g. - How soon after an order is placed will the services be available and what will it cost?)
- ◆ When an order is placed, what steps are necessary to implement the service in each city?
- ◆ How is progress toward service implementation tracked?
- ◆ When implementation problems occur, impacting on service date commitments made to customers, how are they handled?

### **Service Changes**

After the services are up and running, and the customer wants to make a change (e.g. - Add voice mail to all phone lines in each city), how is the change order processed and the change confirmed?

### **Service Problems**

Assume the following problem occurs in each of the different cities at different times:

- ◆ Customer calls to complain that clients are telling him that they can't reach his Memphis (or Nashville, or Knoxville) office. They are hearing a ringing sound but no one answers. Some calls are however getting through.

What process is followed to remedy the situation.